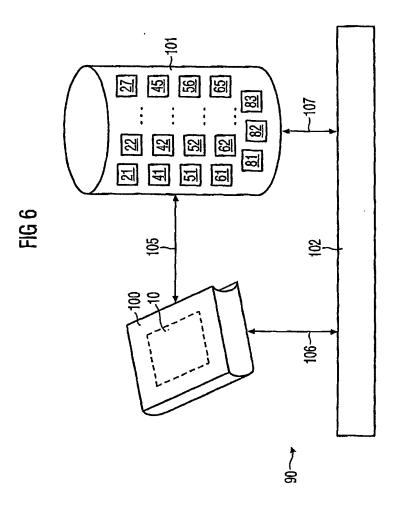


FIG 5 <u>41</u> <u>52</u> <u>62</u> -12 <u>53</u> -30 <u>55</u> Problem/cause Consequence Solution Investment cost -70 -71 Saving/Customer benefit Potential savings per year RoI



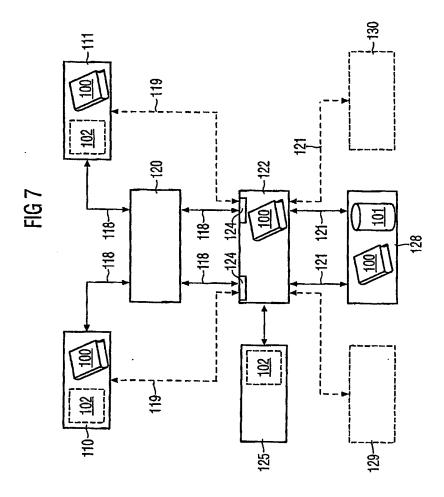


FIG 8

